

mikael Blomquist
1550 Oak Street
Eugene OR 97401

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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

FCC,

I have been an IT director since 1999. Allowing the monopolization of a communications service by a company like Century Link is criminal. In 2010 when Century-Link acquired us west the service immediately became non-existent. In 2013 the medical practices I worked for lost all voice circuits provided by Century Link. The service took 4 days to be restored, because it was a long weekend and all the engineers were out. The problem occurred because at 5pm (Century Link Time) engineers were reprogramming a switch, apparently the engineers broke two switches did not check before going on vacation.

Not having competition costs the consumers a lot more than just money. The smaller Telco we use has gone out of their way to help our organization no matter if the problem was with their circuits or not. Smaller Telco's are preferable for smaller organizations because they provide service and Value that simply a provider like Century Link cannot afford or does not see the value in providing that type of support to any customer that is not a fortune 500 company.

Just to put this into perspective I have experienced where potato chips are way more important than a surgery center, or urgent Care to Century Link.

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